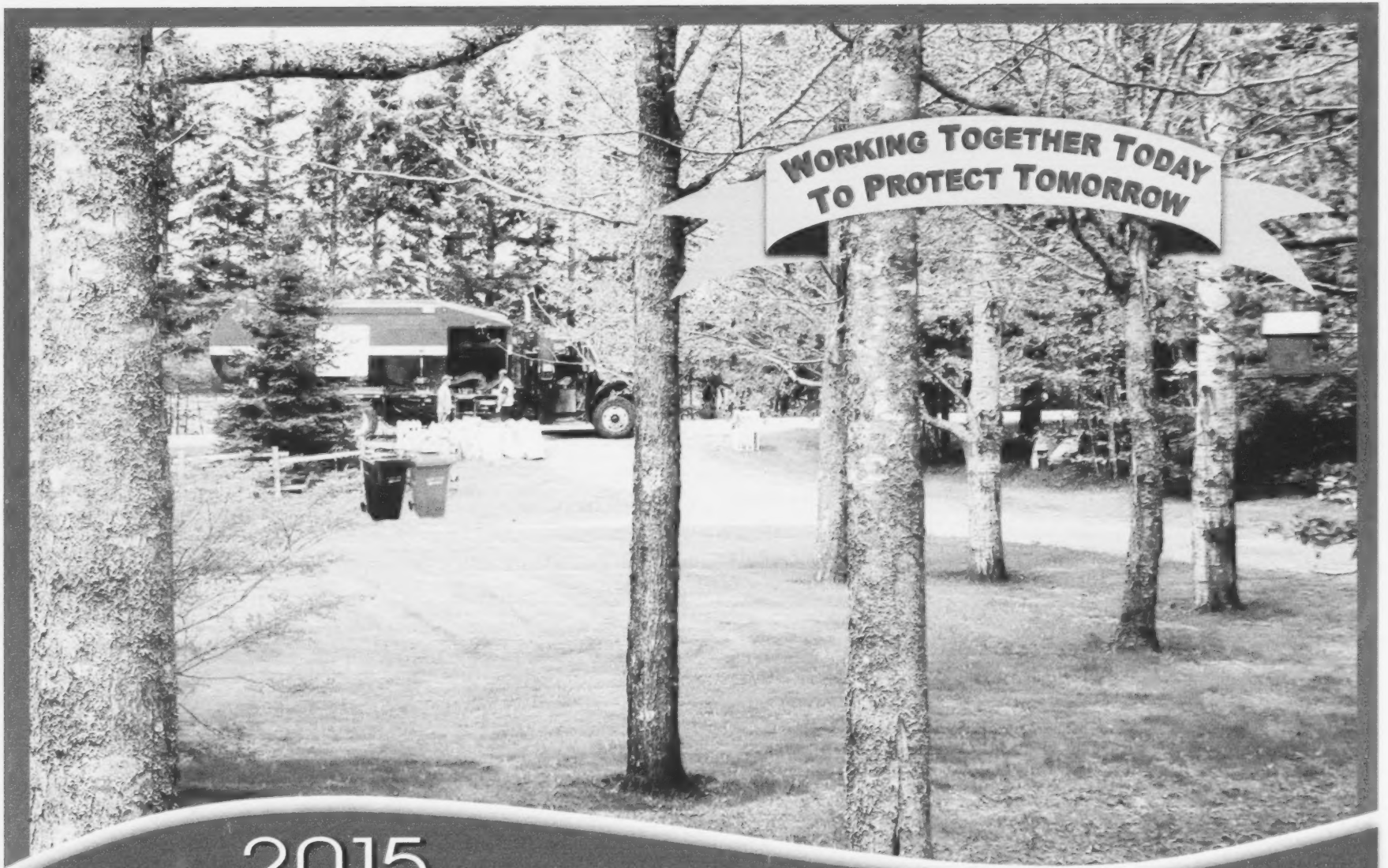

2015 ANNUAL REPORT

IWMC
ISLAND WASTE MANAGEMENT CORPORATION

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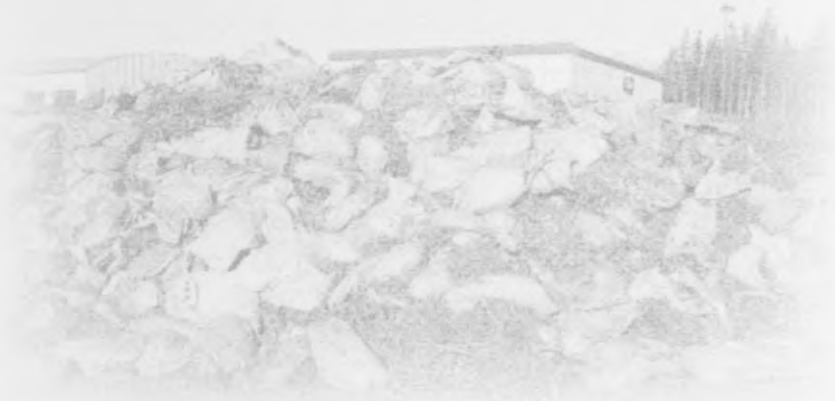


CHAIRMAN'S MESSAGE

Honourable Paula Biggar
Minister of Transportation,
Infrastructure and Energy
PO Box 2000
Charlottetown, PE C1A 7N8

Michael D. Fitzpatrick, CPA, CA
Chairman, IWMC

Dear Minister,

Enclosed, please find the Island Waste Management Corporation Annual Report for the fiscal year ended March 31, 2015.

IWMC is a PEI Crown Corporation whose mandate is to develop, implement, and operate a waste management system to serve Prince Edward Island.

The Corporation is dedicated to building on the successes achieved to date and to divert as many resources as possible from landfill. The Board of Directors, Management and Staff are committed to managing solid waste generated on PEI in an environmentally-responsible and cost-effective manner. Monthly board meetings are held to review operations and follow progress on new initiatives.

It is an honour to serve PEI on the Board of Directors for Island Waste Management Corporation. Waste Watch, PEI's solution of separating waste at source, has achieved remarkable success and is recognized as one of the best waste management programs in North America.

Sincerely,

Michael D. Fitzpatrick, CPA, CA
Chairman
IWMC Board of Directors

Board of Directors
as of March 31, 2015

Michael D. Fitzpatrick	Chairman
David Arsenault	Secretary/Treasurer
Philip Acorn	Director
Marcella Carota	Director
Brian Douglas	Director
Laura-Lee Lewis	Director
Lester MacFadyen	Director
John MacQuarrie	Director
George Young	Director

IWMC Boardroom

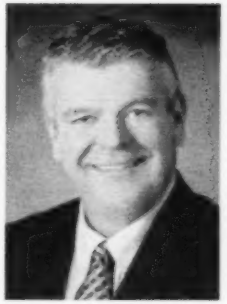
Senior Management

as of March 31, 2015

Gerry Moore	Chief Executive Officer
Sheri Taylor Bradley	Chief Financial Officer
Floyd Gaudet	Customer Service
Heather Myers	Disposal
Claudette Gallant	Special Projects
Merie Surkan	Public Relations & Education

IWMC Charlottetown Office
110 Watts Avenue, Charlottetown PE

CEO MESSAGE



Gerry Moore
CEO, IWMC

The fiscal year ending March 31, 2015, was successful for IWMC and the province of PEI. Over 48,000 metric tonnes of material was diverted from landfill by composting, recycling or through special disposal programs.

Nationally, waste is produced at a rate of almost 700 kg per person, but on PEI, 364 kg per capita is produced. This is a huge testament to effectiveness of our programs and clearly demonstrates that when we all work together, great things can happen.

IWMC's significant highlights for this fiscal period include:

- The Corporation recorded its ninth straight year of operational profit;
- No fee increase from customers was required;
- Construction began for cell #6 at the East Prince Waste Management Facility.

Stewardship programs contribute to PEI's overall achievements. Organizations such as the Electronics Products Recycling Association, ReGeneration and Call2Recycle share in the responsibility for the disposal of their industry's products. IWMC is in the planning stages with other stewards to divert even more material from landfill.

Volume statistics reflected in this document are a combination of actual reported volumes received and processed by IWMC and information provided by third party organizations.

On behalf of IWMC management, thank you Islanders for your support and for your commitment to do the right thing.

Respectfully,

G Moore

Gerry Moore, Chief Executive Officer
Island Waste Management Corporation

WASTE WATCH

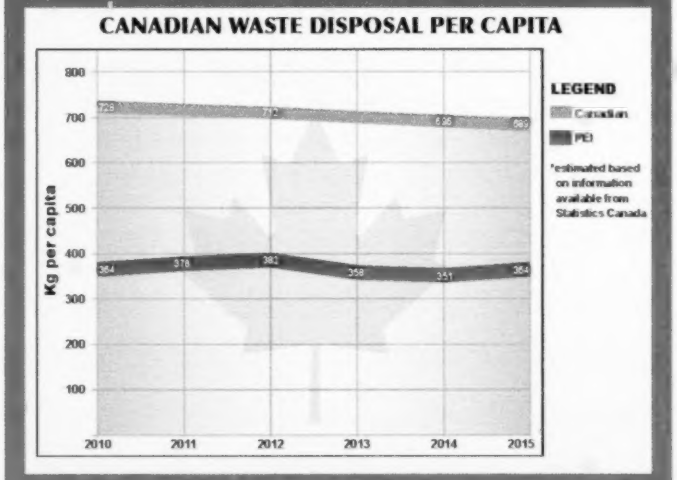
Island Waste Management Corporation (IWMC) is a provincial Crown Corporation that administers and provides solid waste management services throughout Prince Edward Island. Our mandate is to deliver a **cost-effective** and **environmentally-responsible** provincial waste management system to both the residential and commercial sectors of PEI. The Corporation is organized under a Board of Directors representing various sectors across the Province. Day-to-day operations are managed by the Chief Executive Officer and a team of dedicated employees.

Waste Watch is PEI's answer to waste diversion and the proper disposal of unwanted material. The program was developed in the early 1990s by a committee of local, municipal and provincial representatives tasked with selecting a landfill site. The committee determined that the way PEI handled waste required rethinking and should move forward in a more environmental manner. Waste Watch is based on a single premise — mandatory sorting — which reduces landfillable waste by composting organics, marketing recyclables, and properly managing items that require special disposal such as hazardous materials, tires, white goods, medication, sharps, electronics and batteries.

On PEI, the initial sorting of 'waste' into RECYCLABLES, COMPOSTABLES and WASTE at the source at homes, businesses, and institutions is the key to the entire system.

The PEI Waste Watch Program produces some of the highest waste diversion figures in North America. Mandatory participation is one of the main reasons the program is a success and it is the most cost-effective and precise way to separate different waste streams. The residents of Prince Edward Island have proven that the goal to divert waste from landfill can be achieved. ***IWMC continues to lead the way by example thanks to the support and dedication of all Islanders.***

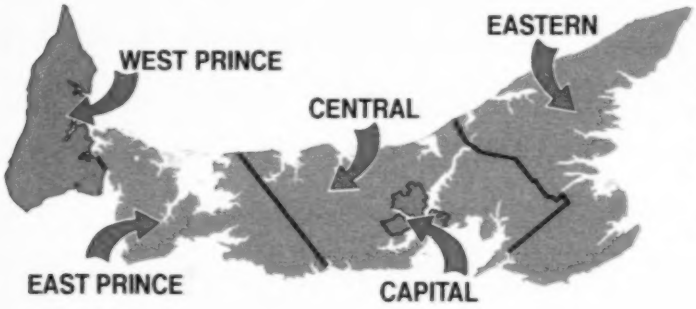
Residential Waste Watch Carts



RESIDENTIAL PROGRAM

Households are assigned two carts—green for compostables and black for waste. Carts are collected every week, with the green cart collected one week and the black cart the next. Blue bags, used for recyclables, are collected monthly. Residential customers are also provided with Spring and Fall Cleanup and a Christmas tree collection. In 2015, property owners were charged an annual fee of $205 (per household) on their property tax bill which covers the cost of carts, collection fees, and disposal costs for the entire year. Seasonal properties were charged $95 and received collection from June through September. An extended cottage collection is available from mid-May through the end of October for a seasonal rate of $120.

Depending upon need at multiple-unit or apartment complexes, each unit may be assigned a set of carts, or several units may share a set of carts. Some apartments may have containers for recyclables while at others, tenants place blue bags curbside on collection day. As required, IWMC staff work with individual landlords and/or property owners to help establish appropriate sorting stations and collection service for each facility.



Each homeowner/tenant is provided with pick-up information based on their geographical location.

INDUSTRIAL, COMMERCIAL & INSTITUTIONAL SECTOR

Businesses must arrange for a waste contractor to collect their sorted material or they may opt to self-haul their material to a Waste Watch Drop-off Center. Fees, based on weight, are charged for the disposal of commercial wastes at IWMC facilities.

Because participation is mandatory, businesses must provide sorting receptacles for their employees and guests. The commercial tippage fee for this fiscal period was $100 per metric tonne at IWMC's final disposal facilities. Fees for other material types are posted at disposal facilities and are determined based on the Corporation's cost to properly dispose of them.

New carts for delivery

Residential service for farm residences

DISPOSAL FACILITIES

PEI's sorted waste material is processed for final disposal at one of the following facilities:

- **Central Compost Facility** (organics processing)
- **East Prince Waste Management Facility** (fully-lined landfill cell)
- **PEI Energy Systems** (energy from waste facility)
- **GreenIsle Environmental Inc.** (recycling facility)

Some materials received at IWMC's facilities require special handling and disposal as specialized facilities are not currently available on PEI. Materials requiring specific disposal are sent off Island for appropriate processing and/or final disposal. Examples of such material types include hazardous waste, fly ash, batteries, and electronics.

Six Waste Watch Drop-Off Centers are geographically located across the province to offer disposal services to the general public as well as small business owners. Sorted material is transported from the WWDCs to the appropriate final disposal location.

CENTRAL COMPOST FACILITY (CCF)

The Central Compost Facility, located in Brookfield, is owned by IWMC and operated under contract by ADI International Ltd. Source-separated organic feedstock is delivered to the site by commercial haulers and weighed, categorized and dumped on the tipping floor of the Receiving Building. Obvious contaminants are removed and the material is loaded into a coarse shear shredder then over a disc screen that separates the larger organics (i.e. boxboard) from smaller organics (i.e. food scraps). Organics (both large and small) go through separate sorting lines where contaminants are removed. Large organics are shredded to reduce their size and stored in holding bunkers. Yard debris such as branches and leaves are ground using a large shredder. All finished compost is used entirely on PEI, mostly for agricultural-related uses.

During fiscal 2015, CCF received 19,014 tonnes and produced 8,980 tonnes of final product. Regular sampling was performed and analyzed for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by the Department of Communities, Land and Environment.

Central Compost Facility

COMPOST PRODUCED AT CCF

FISCAL YEAR	TONNAGES RECEIVED	COMPOST PRODUCED
2015	19,014	8,980
2014	19,120	9,517
2013	18,899	8,756
2012	19,352	9,013
2011	20,223	12,523

IWMC Roll-off Truck

EAST PRINCE WASTE MANAGEMENT FACILITY (EPWMF)

EPWMF, owned and operated by IWMC, is located in Wellington Centre, PEI and serves as a final waste disposal facility for contracted haulers. EPWMF is the only sanitary landfill within the province and features the following:

- second-generation lined landfill
- on-site wastewater treatment facility
- windrow composting facility
- tire storage
- Waste Watch Drop-Off Center
- drop-off depot for electronics
- household hazardous waste receiving facility

Waste materials destined for landfill are generated primarily from Prince County. Material generated in the remaining areas of PEI is transported to PEI Energy Systems.

Landfill

The landfill is approximately 22 acres in size and is being developed in six or seven cells. A high-density, polyethylene synthetic liner is used to prevent leachate migration into the groundwater.

Waste loads arriving at EPWMF are inspected for content and contamination prior to spreading on the landfill. Waste is covered daily with either bottom ash, construction and demolition material, compost screenings or clay. This layer reduces the amount of litter blowing throughout the facility.

The footprint for this site allows for 6 or 7 cells. While Cell #5 has not yet reached full capacity, construction for Cell #6 began in August, 2014.

EPWMF Waste Watch Drop-Off Center (WWDC)

A WWDC is located at EPWMF for the general public and small businesses. This depot provides convenience to both residential and commercial customers to unload their sorted material. The WWDC houses five containers at a lower elevation as well as areas to store construction and demolition debris, asphalt shingles, yard and garden debris, bulk waste, white goods, and a household hazardous waste depot. Waste material is taken from this area and landfilled on site, while other materials are transported to appropriate final disposal facilities or off Island for recycling or special disposal.

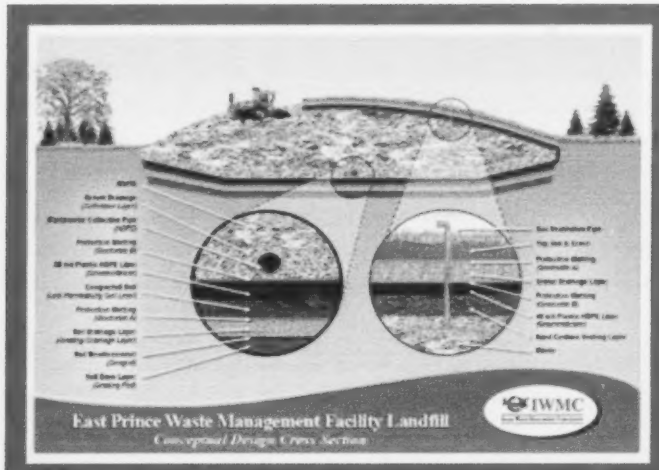
Used Tire Management

EPWMF houses a storage site for used tires that are collected across geographical sites on the Island through a private contract. During this fiscal period, 2,351 tonnes of tires were collected, and 2,181 tonnes shipped to Quebec for recycling and as a fuel source.

EPWMF - TONNAGE (Fiscal Year)

TYPE	2015	2014	2013
Waste	27,550	24,877	24,831
Bottom Ash	7,336	7,475	9,015
Compost	1,341	1,194	1,124
Contaminated Soil - Residential	3,693	2,174	4,116
Contaminated Soil - Commercial	682	1,201	2,185
Hazardous Waste (Est.)	36	37	36
Metals & White Goods	552	133	120
Tires	2,351	2,285	2509
Contaminated Material	519	697	818
Recyclable Silage Wrap	121	199	129
TOTAL	44,181	40,272	44,883

Construction of Cell #6 at EPWMF



Cell #6 under construction

Poly liner material for Cell #6

Wastewater Production, Treatment and Monitoring

EPWMF's wastewater treatment system consists of an aerated lagoon, settling lagoon and a constructed wetland. Wastewater is pumped through the force main into the aerated lagoon where air is introduced to assist in the treatment process. The material then flows to a settling pond. From the settling pond, treated water flows through a constructed wetland made up of natural vegetation.

During this reporting period, 41,299 cubic meters of wastewater was captured in the collection system and treated on site. No leachate was sent off site for treatment. Monthly samples were drawn for laboratory analysis from sump buildings at each of the five cells and analyzed under the parameters outlined in the Department of Communities, Land & Environment (DCL&E).

The on-site wastewater treatment system is monitored for flow rates every day the site is open. On a monthly basis, the effluent from the aerated lagoon and settling lagoon are sampled for analysis. Effluent from the aerated lagoon, settling lagoon, and constructed wetland are also sampled monthly unless otherwise directed by DCL&E.

The results from monitoring are forwarded to DCL&E regularly.

Groundwater and Surface Water Monitoring

Throughout the facility are a series of groundwater monitoring wells (GMW) sunken at different levels. MacLyn Enterprises Incorporated collected samples from 25 wells in the spring and 22 in the fall. Due to the construction of Cell #6, 3 wells previously sampled were decommissioned. Samples were also collected from the stormwater retention ponds and connecting manhole access ports, and spring (artesian well). These samples were analyzed at a laboratory for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by DCL&E.

Composting Operations

EPWMF processes special organic materials such as fat and batter crumbs and potato sludge from local food processing operations in its aerobic, open windrow composting operation. Compost produced at EPWMF is utilized on site as intermediate cover material or vegetation layer at the landfill cell.

Contaminated Soil

During the fiscal period, 4,375 tonnes of contaminated soil was received at EPWMF and treated according to the sites contaminated soils management strategy.

PEI ENERGY SYSTEMS (PEI ES)

PEI ES is a privately owned and operated incinerator which burns municipal solid waste under contract with IWMC. The facility provides steam and/or hot water heat to a 15-km heat distribution system throughout the core area of the City of Charlottetown. The plant serves over 60 customers and heats 84 buildings, including all the provincial buildings, the University of PEI (UPEI), Holland College, two shopping malls and many other apartment and commercial buildings in the centre of Charlottetown. Energy for cooling is also provided to the Queen Elizabeth Hospital and UPEI. During this fiscal period, 26,083 tonnes of waste were processed for energy.

A total of 394 tonnes of fly ash generated at PEI ES was collected, transported and properly disposed of at an approved off-Island facility by NewAlta Industrial Services Inc.

WASTE WATCH DROP-OFF CENTERS (WWDCs)

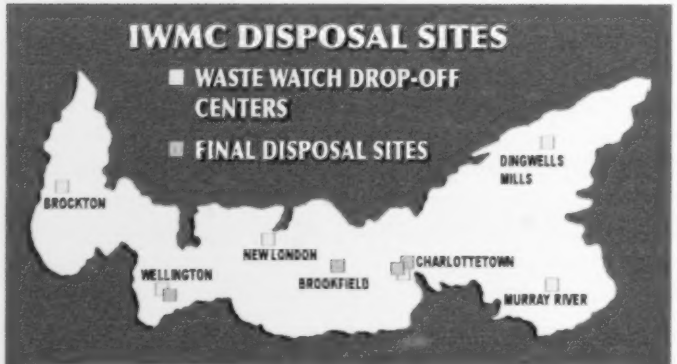
In addition to the WWDC located at EPWMF, IWMC has established five other sites across PEI to accept items not collected at curb and to provide disposal alternatives for small business owners to self-haul sorted material. With the exception of GreenIsle, WWDCs are operated by IWMC. GreenIsle, located in Charlottetown, is owned by GreenIsle Environmental and operated under contract with IWMC. At the WWDC, material is received, stored and subsequently transferred to a final disposal site or recycling facility by IWMC staff using two tandem axle roll-off trucks. The operating system consists of a series of disposal stations using 40 to 50 cubic yard roll-off containers. When customers arrive at a WWDC, vehicles are weighed, and sorted material is taken by the customer to the appropriate station. Disposal fees are charged for most items with the exception of:

- Bio-medical waste / medication (residential only)
- Large household furniture (mattresses, couches, etc.)
- White goods (fridges, stoves, etc.)
- Household hazardous waste
- Electronics
- Paint
- Tires
- Clean agricultural silage wrap

Each WWDC site is attended by a scale operator and a site inspector and is open to the public various hours based on seasonal needs. GreenIsle and EPWMF are open Monday to Saturday, however rural sites are operational between 2.5 and 3.5 days per week, some with increased hours during summer to accommodate heavier demands.

The following improvements were made to WWDCs this year:

- concrete block walls (and block 'fingers') at both New London and Brockton WWDC to keep C&D, metals and asphalt shingles contained;
- a larger HHW depot purchased for the GreenIsle WWDC (Murray River WWDC received their 'old' depot which was larger for this location)
- a 'cage' for propane tanks was designed and built at New London WWDC



Concrete walls at WWDC

MATERIALS RECEIVED AT WWDCs*
(Tonnes per Fiscal Year)

WWDCs	2015 **CUSTOMERS	TONNAGE
Brockton	5,245	1,200
Dingwells Mills	5,449	787
GreenIsle	52,185	11,088
Murray River	3,956	607
New London	6,560	935
TOTAL	73,395	14,617

** At EPWMF, WWDC customers and tonnages cannot be tracked separately from other material received at this site.*

*** Based on customers charged disposal fees. IWMC does not track customers delivering items accepted for FREE.*

TOTAL TONNAGE
(PEI Final Disposal Sites)

SITE	2015	2014	2013
EPWMF	43,260	40,455	44,912
PEI ES	26,083	25,697	26,525
CCF	19,014	19,120	18,899

PEI TOTAL WASTE VOLUMES
(Tonnes per Fiscal Year)

MATERIAL TYPE	2015	2014	2013
VOLUMES REPORTED - By IWMC:			
Compost (contaminants removed)	19,319	19,403	18,131
Waste	53,270	51,100	51,938
Tires	2,351	2,346	2,464
HHW	127	125	202
Silage	0	59	34
VOLUMES REPORTED - By Third Party Organizations			
* Recyclables	10,795	11,560	12,793
* Metals and White Goods	11,818	27,531	17,074
* Electronics	625	637	652
* Paint	74	64	31
* Batteries	16	16	14
* Other Provincial Programs	2,971	2,919	3,248
TOTAL	101,366	115,760	106,581

** These materials are processed directly and volumes reported by third party organizations*

GREENISLE ENVIRONMENTAL

Under contract with IWMC, the GreenIsle recycling facility in Charlottetown is the major processor of recyclables for Prince Edward Island. This privately-owned facility receives, processes and ships over 250 tonnes of recycled materials to markets per week. Materials such as PET#1, HDPE#2, rigid and film plastics #2 - #5, coloured and clear glass, metals, corrugated cardboard, newsprint, and mixed office paper are processed. The organization also operates a smaller recycling facility in Summerside, PEI where corrugated cardboard is processed.

FORMER COMMUNITY DUMP SITES

Queens County Regional Landfill, located in the community of Milton, is no longer in use. The building and site are used for storage of Waste Watch carts and roll-off containers. MacLyn Enterprises Incorporated collected samples from 17 groundwater monitoring wells in October 2014. The samples were analyzed at a laboratory for the parameters outlined in the Department of Environment, Labour & Justice EPA - Waste Resource Management Regulations.

Groundwater monitoring was also conducted at the former landfill sites in Cardigan and St. Eleanors. MacLyn Enterprises Incorporated sampled 18 monitoring wells in Cardigan and 6 wells and 4 stream locations in St. Eleanors in October. These samples are sent to a laboratory for analysis and a report is issued to IWMC for each site. The reports are also submitted to the DCL&E to fulfill the commitment for continued monitoring at closed landfill sites.

DIVERSION FROM LANDFILL

For the fiscal year ending March 31, 2015, PEI has diverted 48,096 tonnes of material from landfill.

This does not include:

- material that is diverted privately (such as recyclables, metals, cooking oils, etc.);
- cardboard and plastics from larger commercial establishments such as Cavendish Farms, Wal-Mart, McCain Foods, etc. who recycle outside of IWMC's system;
- waste diversion activities such as backyard composting, grasscycling, commercial mulching operations, etc.

Provincial programs noted on the diversion chart (see left) include beverage container bottles, used oil, lead acid batteries, rechargeable and non-rechargeable batteries, and pesticide containers.

New London WWDC propane tank cage

HHW ready for shipment

The success of the Waste Watch program hinges on customers, both residential and commercial, doing their part to sort waste resources into **RECYCLABLES**, COMPOSTABLES, and **WASTE**. This represents the 'bulk' of waste material generated on PEI, however IWMC administers and/or supports several other programs for materials requiring special disposal.

HOUSEHOLD HAZARDOUS WASTE (HHW) PROGRAM

Household waste material that poses a risk to health, safety or the environment is considered HHW. This includes products which are corrosive, reactive, toxic, or flammable as well as products such as fluorescent bulbs that contain heavy metals.

EXAMPLES OF HHW INCLUDE:

- adhesives, silicone, etc.
- items containing mercury
- pesticides, herbicides, etc.
- paints, solvents, etc.
- cleaners
- propane cylinders
- aerosol cans (with contents)
- fluorescent lights

IWMC has established HHW depots at all WWDCs. These depots are equipped with conventional personal protective gear and safety equipment, and staff responsible for the direct handling of HHW are provided with specialized training. Due to the nature of these products, HHW is never collected curbside. Residents must deliver them to a HHW depot at no charge.

With the exception of paint, hazardous wastes produced by the industrial, commercial and institutional sector are not accepted at IWMC facilities. Businesses must safely and properly dispose of this material by making arrangements with a hazardous waste carrier.

The HHW program also features special disposal programs to handle household batteries, pharmaceuticals, and sharps. This material is accepted at HHW depots, however IWMC offers community-based alternatives which enhance customer flexibility and convenience.

Customer returning used batteries for recycling

Winner of ReGeneration's paint recycling contest

Battery & Cell Phone Recycling Program

Through the Battery Re-Store Program, residential customers continued to utilize convenient battery containers placed at PEI's major grocery stores. IWMC staff collected batteries and cell phones from these locations and packed them in 45-gallon drums to be transported to the Call-2-Recycle organization for recycling.

A total of 16 tonnes of rechargeable, non-rechargeable and cell phones were collected and transported off Island over the year.

Paint Stewardship Program

The Paint Stewardship Program is funded by ReGeneration (formerly Product Care) which is a non-profit organization that operates a variety of product recycling stewardship programs across Canada. No recycling fee or environmental handling fee is added to the retail price of paint products, and the cost of disposal was covered completely through the program. Paint products and aerosols are accepted at no charge from commercial and residential customers at all WWDC locations. During this fiscal period, 74 tonnes of paints and aerosols were received and transported off Island for recycling.

Take It Back

Through association with the PEI Pharmaceutical Association and DCL&E, IWMC administers a safe medication disposal program for residents. At no cost, residential customers can return unused prescription and non-prescription medicine to Island pharmacies.

During the fiscal period, 20 lab packs and 151 20-litre containers (approximately 6 tonnes) of pharmaceuticals were received and shipped to Ontario for final disposal.

Don't Get Stuck

To protect customers and collection drivers from harm, IWMC, in collaboration with the Pharmaceutical Association, Canadian Diabetes Association, McKesson Canada and DCL&E, offers a safe needle disposal program for residents. Approved needle containers are provided at no charge to customers at local pharmacies and through Needle Exchange Programs. Customers use these approved containers to store used sharps and the full container is returned to local pharmacies, needle exchange locations or to a Waste Watch Drop-Off Center for disposal.

Approximately 4.7 tonnes of sharps, representing 3,448 containers (most between five and seven liters), were collected during the reporting period. These containers were transported to PEI ES for incineration.

SILAGE & BOAT SHRINK WRAP PROGRAM

Silage and boat shrink wrap is accepted at no charge at WWDCs from the farming and commercial sectors. No shipments to market were conducted during this fiscal period.

METALS AND WHITE GOODS

During this fiscal period, IWMC reported 11,818 tonnes of metals and white goods recycled on PEI. This number represents material accepted and processed by privately-owned and managed scrap metal dealers. White goods, or items such as fridges, stoves, washers, freezers, etc., are accepted at all WWDCs at no charge. Through contract with IWMC, RDMD provides a service to remove harmful ozone depleting substances such as Freon, and the white goods are then transported to recycling markets. WWDCs accept metal products from residential and commercial customers. There is a disposal fee imposed on metals, however the fee is waived on all white goods delivered to IWMC facilities.

Small metal household items are considered part of IWMC's Blue Bag Program. Items that contain 50% or more metals may be placed directly into blue bags for monthly collection. Larger items such as barbeques, are also collected provided these materials have been dismantled.

ELECTRONICS RECYCLING PROGRAM

The Electronics Recycling Program is managed in collaboration with the Electronics Recycling Association (EPRA). EPRA is a national, non-profit organization entrusted with improving the efficiency and effectiveness of Canada's regulated electronics stewardship programs.

Fees are applied to the sale of new electronic products through EPRA, and these fees are used for the administration, collection, transportation and responsible recycling of this material. The funds also help cover the cost of recycling older electronic products to ensure they are processed responsibly. All Island WWDCs have been designated to accept electronics on behalf of EPRA. Material is accepted at no charge from both the commercial and residential sectors. Electronic products are not collected curbside. During this fiscal period a total of 625 tonnes were dropped off at WWDCs and shipped off Island for recycling.

OTHER DISPOSAL & RECYCLING PROGRAMS

While IWMC has the mandate to manage waste on PEI, other programs which are administered by various government departments and private industry exist throughout the province. Some of these programs include:

- Beverage Container Refund Program
- Used Oil Program
- Lead-Acid Battery Program
- Pesticide Container Disposal
- Laser & Inkjet Cartridge Recycling
- Propane Tank Exchange Program
- Construction & Demolition Disposal Facilities
- Battery Recycling (IC&I sector)

Agricultural sileage wrap on PEI

White goods storage

Material being transported from WWDC

EDUCATION & AWARENESS

Communication with the public is a critical component for the success of the Waste Watch Program. While most Islanders have adopted good sorting practices into their day-to-day lives, reminders are often necessary. It is also important to ensure that the public is aware of any new waste management initiatives and to share our successes with our customers.

EDUCATION

Education Program

IWMC produced a variety of tools to assist customers with participation in the Waste Watch Program and to help reinforce required changes. These tools include a semi-annual newsletter/calendar, sorting guides, electronic newsletters, website, radio and community television ads, and notices in local community newsletters. PR staff also partner with businesses as well as municipal and provincial government organizations to produce custom material as required and to lend support to public initiatives.

Over the past fiscal year, the design team developed several resource tools to help visually demonstrate IWMC's operations. These include a comprehensive landfill wall composit and a site photo collage which contains aerials of each of PEI's final disposal facilities and Waste Watch Drop-Off Centers. These are used to not only orient new staff members, but also as a visual to help explain technical operations to visitors, representative from waste management organizations across Canada (and North America), and also to supplement facility tours for students and community groups.

Presentations and Tours

By request, IWMC employees deliver custom presentations to schools, community groups, and businesses. Where issues have been presented, staff may participate in an audit of the sorting levels at the school or business and incorporate suggestions for improvement as part of a presentation. Presentations may include an overview of IWMC, a comprehensive synopsis of the Waste Watch Program and Sorting Guidelines, or may be specific on a topic such as composting.

IWMC encourages the public and schools to tour its facilities, and assists with the coordination of tours to privately-owned waste management partners such as GreenIsle and PEI Energy Systems. Feedback from tour participants is extremely positive.

Media education

Educational tour of recycling facility

Schools and Institutions

The Corporation works closely with schools, post-secondary establishments and other institutions. A school newsletter is developed each October and distributed to each Island elementary, junior high and high school which outlines key objectives or opportunities for improvement. When requested, IWMC staff work with faculty/management to design and develop custom educational tools to facilitate sorting for the target audience. When working with schools, dialogue with cafeteria contractors is part of the process. Recommendations are made to reduce the amount of waste generated by simply incorporating alternate choices for serving lunches.

Our Interactive Sorting Game is very popular with students of all ages. These graphic-based tools are effective particularly for students new to the Island or those with language or disability barriers.

IWMC commits to working with schools or institutions experiencing sorting challenges. Over the past fiscal, considerable effort was given to Eliot River Elementary School, and in particular to their Waste Warrior Team. A group of twelve grade six students accepted an undertaking to improve sorting at their school by conducting waste audits, developing and conducting presentations to their fellow students, and ensuring up-to-date sorting posters and receptacles were present in all classroom, specialty rooms, and common areas. These students were provided with a comprehensive overview of waste management on PEI including tours of the landfill, recycling facility and the Central Compost Facility. As a result of the school's new and improved sorting stations, the sale of recovered refundables in just a one-month period helped to fund new containers for classrooms.

The PR & Marketing team also worked with custodial and faculty members at Miscouche Consolidated School to address their updated needs due to the construction of a cafeteria. New 'common area' posters were created for use full-time in their new cafeteria, but designed so that they could be easily moved to other areas such as the gymnasium to support special school and community events. These sorting tools help reflect their commitment to proper sorting at any time within their school environment.

Sorting stations + Signage = Su...

WASTE WATCH @ SCHOOL

REDUCE · REUSE · RECYCLE and ... RETURN

CELEBRATING 20 YEARS!

WASTE RE...

CLASSROOM PRESENTATIONS

FACILITY TOURS

WASTE-FREE LUNCH DAY

IWMC WEBSITE RESOURCES

IWMC

Provincial Science Fair

IWMC is a sponsor of the Provincial Science Fair in the specialty category of Waste Reduction and Management. The sponsorship involves providing judges at the school, regional, and provincial levels. The Corporation's involvement in this initiative supports the efforts of students with their projects reflecting the importance of waste management and diversion.

School sorting station

Kindergarden presentation – sorting game

Science Fair entry

Women's Institute Island Cleanup

Holland College Earth Day Electronics Roundup

Plant a Row – Grow a Row participant

PROGRAM AWARENESS

Stewardship Program Awareness

IWMC works closely with our stewardship organizations to provide information about these unique recycling programs and to jointly promote and manage special contests and campaigns. During this fiscal period, IWMC's efforts were not only focused on existing stewardship programs, but on developing communication tools for new programs planned for launch in April 2015.

Paint Stewardship - ReGeneration

IWMC worked in tandum with ReGeneration to help create awareness for paint products recycling by holding a 'Paint the Change' contest. Each Waste Watch Drop-Off Center was provided with a canvas and some artist's paint. Customers visiting these sites to return unwanted paint were invited to paint a section of the canvas and have their name entered for an all-expense-paid trip for two to Montreal.

Electronics Recycling – Electronics Products Recycling Association

In support of Earth Day 2015, IWMC supported Holland College with their annual Electronic Roundup. This event was held at two locations: the Prince of Wales Campus in Charlottetown and the Waterfront Campus in Summerside and included a convenient, one-day depot for unwanted electronics and batteries.

Used Oil Recycling Program – Soghuoma Atlantic

In preparation of the launch scheduled for April 1, 2015, the PR & Marketing team developed educational tools and resources to help educate customers about PEI's new Used Oil Recycling Program. Like other stewardship programs, this initiative will be fully funded and operated by the oil and glycol products industry. It is designed to ensure the proper end-of-life management of waste oils and glycols, containers for these products, and oil filters. Program development was a joint effort between the steward, Soghuoma Atlantic, the Department of Communities, Land and Environment, and IWMC.

COMMUNITY INVOLVEMENT

The Corporation partners and sponsors a number of initiatives whose mandate helps to sustain and protect our environment. Some of the key activities IWMC was involved with during this past fiscal year included:

- Women's Institute Island Cleanup
- Plant a Row – Grow a Row
- Children's Wish Foundation Christmas Tree Lane
- Communities in Bloom Adopt a Corner
- Adopt a Highway
- Waste Reduction Week

CUSTOMER SERVICE

RESIDENTIAL SERVICES OFFERED BY IWMC	RESIDENTIAL	APARTMENTS	COTTAGES
Bi-weekly Cart Collection	✔	✔	✔
Monthly Blue Bag Collection	✔	✔	✔
Free Saturday Morning Blue Bag Drop-Off	✔	✔	✔
Christmas Tree Collection	✔	✔	
Spring & Fall Cleanup	✔	✔	
Proper disposal of all items collected curbside	✔	✔	✔
Free HHW, electronics, white goods, tires, batteries and bulky item disposal programs	✔	✔	✔
Maximum $20 cap for sorted materials at WWDC	✔	✔	✔
Operation of IWMC offices, disposal facilities & program administration	✔	✔	✔
Cart deliveries, repair & maintenance	✔	✔	✔

CUSTOMER REQUESTS		
YEAR	PHONE CALLS	WEBSITE
2015	48,702	894
2014	49,784	548
2013	51,501	132

IWMC's Customer Service Center staff receive inbound calls and make outbound calls to customers with concerns or questions covering a wide scope of issues from delivery requests to situations involving contractors, business and homeowner associations, road maintenance departments, taxation, and city works and planning departments.

During this fiscal period, a total of 48,702 calls were processed reflecting calls in queue and internal lines, outgoing calls and voice mail. In addition, a total of 1,519 info-line e-mail messages were recorded as well as 894 on-line requests through our website's interactive service.

IWMC's website offers comprehensive information on our programs and features interactive forms, sorting guides, guidelines, special bulletins, storm updates, external links and a French section. A total of 139,838 visits to our website (an increase of 51%) were recorded with a total page viewing of 373,508 (42% increase). Customer usage of our website and online services is increasing, and the Corporation noted a slight decrease in the number of phone calls. These experiences are consistent with today's consumer trends and demonstrate IWMC's need to ensure customer service is offered and accessible through varied resources.

SERVICES OFFERED

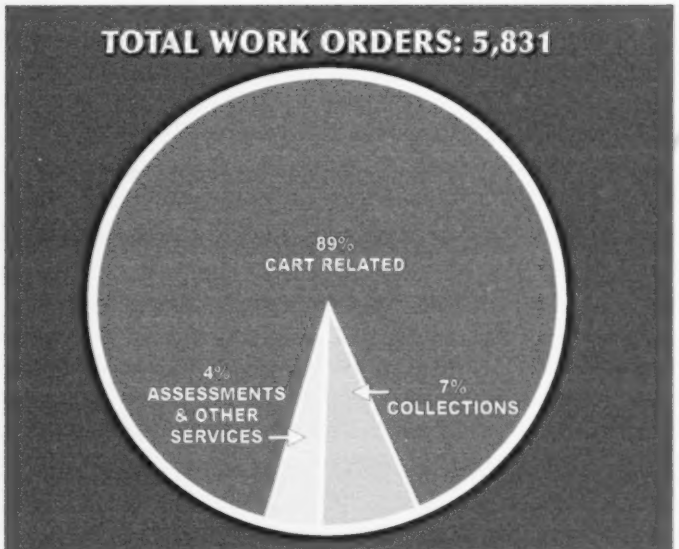
Residential Customers

Homes receive bi-weekly cart collection for waste and compost and monthly collection of recyclables. In addition, a cleanup program is offered during spring and fall, and Christmas trees are collected in January. Other programs exist for material not collected curbside, and homeowners are responsible to ensure the proper disposal of these items.

Multi-family dwellings experience more sorting challenges, and IWMC staff work closely with owners and/or superintendents to help identify barriers and develop solutions.

Business Customers

Industrial, commercial and institutional businesses follow the same sorting principles as residential customers, however do not receive curbside collection from IWMC. IWMC staff assists businesses with waste audits, provides advice on set up and disposal options, provides custom presentations and helps to resolve waste management issues and challenges as required.



CUSTOMER SERVICE WORK ORDERS		
YEAR	TOTAL	CART-RELATED ORDERS
2015	5,831	89%
2014	8,510	84%
2013	3,903	81%

IWMC Customer Service staff

Contractor/Driver Liaison and Support

IWMC staff are involved with new driver training and orientation and hold meetings on a regular basis with contractors. General information sessions are held with drivers when required, and communication tools are developed to ensure drivers are current on new or revised IWMC initiatives. During this fiscal, slight route restructuring occurred in one region. Working with the contractor, maps were redesigned and literature produced to advise homeowners of collection day changes.

Work Orders

IWMC's Operational Support Technicians (OSTs) completed 5,831 work orders this year. The majority of work orders involved cart activity such as the replacement and repair of carts as well as the delivery of cart sets and Waste Watch information to newly-built residential and multi-family dwellings. To support IWMC's commitment to quality, Waste Watch carts that have been damaged from normal wear and tear are replaced when necessary. During this fiscal period, a total of 3,163 carts were replaced, with the majority outside of the warranty period. OSTs are also dispatched to conduct assessments on properties and roads, goodwill collections, and to provide one-on-one education and problem resolution to business and residential customers.

Backyard Collections

The coordination of special assessments is done through the Customer Service Center where customers with special needs are interviewed, their property assessed for accessibility, and backyard service provided for special circumstances. A total of 100 backyard collection customers are serviced on a year-round basis to help remove barriers to full participation in the Waste Watch Program.

WINTER COLLECTION CHALLENGES

The winter of 2014-2015 experienced more snowfall than in the history of record-keeping Maritime wide. As a result, numerous collection cancellations and disruptions occurred, at times creating back-to-back cancellations. While every effort was made to offer alternate collections, inclement weather creates additional challenges for both the Corporation and customers. Typically a storm alternate collection is offered on the Saturday following a storm cancellation, but this year, multiple storms happened over several weeks, leaving a shortage of available alternate collection days. After each storm, the influx of calls and complaints to Customer Service was higher. To help manage excess waste where alternate service could not be provided, or where homeowners were unable to shovel out their carts on time for a collection, customers were provided with various options. In addition, the Corporation waived limits on the volume of material permitted curbside as an interim solution to the grief caused by winter storms.

IWMC used communication vehicles such as its website, facebook page, radio announcements and press releases to ensure the public was informed about collection status during inclement weather.

FINANCE & ADMINISTRATION

WASTE WATCH USER FEES (Fiscal Year 2015)	
Household User Fee	$205 Annually
Cottage User Fee	$95 Annually
Tippage Fee - Final Disposal	$100 Per Tonne
Tippage Fee - WWDC	$115 Per Tonne

HOUSEHOLD COUNT	HOUSEHOLDS	COTTAGES
March 31, 2015	63.518	8,294
March 31, 2014	63,004	8,279
March 31, 2013	62,105	8,186
March 31, 2012	61,334	8,124

The Finance and Administration Department provides corporate services to the other departments of IWMC. These services include payroll, account receivables and payables, purchasing, budgeting, accounting, human resources, and administration.

IWMC maintains an accounting system with related controls that provide the Corporation with reasonable assurances that transactions are properly safeguarded and accounted for and that records are provided for the preparation of audited financial statements.

FINANCIAL HIGHLIGHTS

Highlights for the fiscal period ending March 31, 2015 include: IWMC reported a net profit of $198,607; no rate increase applied to customers during 2015.

WASTE WATCH CLIENT BILLING SOFTWARE

The Waste Watch Client is a custom software application which monitors the status of properties in the province, registers carts and applies the appropriate annual Waste Watch fee. This software provides inquiry capabilities of all information related to each property number. The billing report for the annual residential Waste Watch fee is produced by the Finance and Administrative Department. The Waste Watch billing file is sent to Taxation and Property Records (TPR) to be included in their annual property tax bill.

Through this billing process, IWMC received revenue of $13,751,322. Properties that are exempt from property taxes as well as new properties not yet assigned parcel numbers are billed directly by the Corporation. The revenue generated by direct billing was $71,505 for this fiscal period.

FINANCIAL STATEMENTS

A financial audit was conducted in May, 2015 and included a comprehensive review of internal controls. Under the direction of the Board of Directors, Grant Thornton's audit team conduced a tour of a Waste Watch Drop-Off Facility to review general operating procedures. Each year, this team is directed to a different facility and IWMC is not provided with advance notice. The audit team expressed appreciation to the Board, IWMC management and to staff for their cooperation, professionalism and attention to detail.

Attached are IWMC's audited financial statements for the year ended March 31, 2015. These statements are prepared in accordance with Canadian generally accepted accounting principles and audited by Grant Thornton, Chartered Accountants.